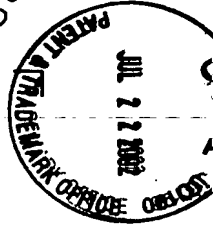


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Application Designer-Untitled-RC_CASE_HD.ENC(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

610

RC_CASE_HD.ENC (Page)

Page Designer Order

660

620

Name: Business Unit:

Department: Location:

Phone Type: Phone:

Email Type: Email:

Preferred Contact Method: Preferred Contact Details:

All Contact:

Product:

Asset Tag:

Source:

640

650

Installed

Summary:

Build Find Object References Upgrade Revert Validate

Ready

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FIG. 6

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Internet Explorer Address Bar: http://localhost:7001/services/clientservlet/peopletools/?cmd=start&

Home > PeopleTools > Maintain Security > Use > Administer Configuration

Administer Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS	Accessibility Features	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
A0BTN	Tab over Add/Del Buttons(+/-)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	RM
ADES	Afternoon designator (PM, pm)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RM
CALBTN	Tab over Calendar Button	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$
CSYM	Currency Symbol	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	L
CSYM	Currency Symbol	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	M
DCSP	Decimal Separator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
DFRMT	Date Format	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PST
EXPENT	Expert Entry	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AM
GRDTAB	Tab over Grid Tabs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
HDRICN	Tab over Header Icons	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
LKPBTN	Tab over Lookup Button	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
LITZONE	Local Time Zone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
MDES	Morning designator (AM, am)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Buttons: Home, View Worklist, Help, Sign Out

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FIG. 8

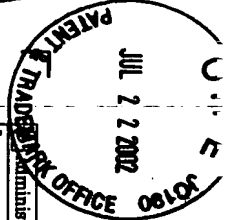
275

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Home>PeopleTools>Maintain Security>Use>My Profile

PEOPLE

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home View Worklist Help Sign Out

Address http://localhost:7001/people/clientservlet/peopletool?cmd=start

Go Co Links

General Profile Information

Opid for CRMSKT, CRMQABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: ☐ ☒

Set Personalizations

Email

Email Address:

1005

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID: ☐

1010

From Date: ☐ (example: 12/31/2000)

To Date: ☐ (example: 12/31/2000)

1020

Miscellaneous User Links

270

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FIG. 10A

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Administer Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home W A i

Address http://localhost:7001/serbia/cslanbarrel/people018/?cmd=start

Home>PeopleTools>Maintain Security>Use> My Profile

PERSONALIZATION

Option	Default Value	Override Value	
Accessibility Features	No	<input type="checkbox"/>	Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/>	Explain
Currency Symbol	\$	<input type="checkbox"/>	Explain
Currency Symbol Position	Leading	<input type="checkbox"/>	Explain
Decimal Separator		<input type="checkbox"/>	Explain
Date Format	MM/DD/YY	<input type="checkbox"/>	Explain
Date Separator	/	<input type="checkbox"/>	Explain
Local Time Zone	Pacific Time, Tipono	<input type="checkbox"/>	Explain
Morning designator (AM, am)	AM	<input type="checkbox"/>	Explain
Multiple Row Insert	<input type="checkbox"/>	<input type="checkbox"/>	Explain
Save Configuration	Yes	<input type="checkbox"/>	Explain
Save Warning	Yes	<input type="checkbox"/>	Explain
Time Format	h:mm:ss(8:05 AM)	<input type="checkbox"/>	Explain
Time Separator	:	<input type="checkbox"/>	Explain
Thousand Separator	,	<input type="checkbox"/>	Explain
Use Local Timezone	Yes	<input type="checkbox"/>	Explain

Home View Worklist Help Sign Out

New Window

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FIG. 10B

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File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Case HD ENG: (Page)

Page Designer Order 1220

-1230

1240

-1240

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Application Designer-Untitled-RCase_HD.ENG(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Ready

CR800GA

NUM

Build Find Object References Upgrade Results Validate

Page Designer Order 1220 1230 1240 1240

Unititled

1250 1210A 1210B 1210J 1210K 1210R 1210Z

RC_CASE_HD.ENG (Page)

1220 1230 1240 1240

Unit	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	0	SubPage						
2	0	Employee Informal Group Box	EMP_INFR_GBO	DERIVED_RC_C				CUST_INFR_I
3	0	EmpID	EMPID	DERIVED_RC_C				
4	0	ContactID	CONTACT	RC_CASE				
5	0	Name	NAME_SEARCH	DERIVED_RC_C				
6	0	PersonID	PERSON_ID	RC_DRILLDOWN				
7	0	Business Unit	RC_BU_DISSR	DERIVED_RC_C				
8	0	Business Unit	BUSINESS_UNIT	RC_CASE				
9	0	Department	DEPTID	RB_WORKER			4	
10	0	Location Code	LOCATION	RB_WORKER			4	
11	0	Phone Type	PHONE_TYPE	DERIVED_RC_C				
12	0	Phone Type	PHONE_TYPE	RC_CASE				
13	0	Business Unit	BUSINESS_UNIT	DERIVED_RC_C				
14	0	Phone	PHONE	DERIVED_RC_C				
15	0	Extension	EXTENSION	DERIVED_RC_C				
16	0	Small Type	E_ADDR_TYPE	DERIVED_RC_C				
17	0	Small Type	E_ADDR_TYPE	RC_CASE				
18	0	Small	EMAIL_ADDR	DERIVED_RC_C				
19	0	Preferred Contact	RC_CONTACT_M	RC_CASE				
20	0	Preferred Contact	RC_CONTACT_I	DERIVED_RC_C				
21	0	Contact Details	RC_CONTACT_I	RC_CASE				
22	0	Alt Contact	CONTACT_ID	RC_CASE				22
23	0	Problem Informal Group Box	PROBLEM_INFR	DERIVED_RC_C				PROBLEM_IN
24	0	Product	RC_PRODUCT_I	DERIVED_RC_C				
25	0	Product	RC_PRODUCT_I	DERIVED_RC_C				
26	0	Product	PRODUCT_ID	RC_CASE				

1200

Fig. 12

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Internet Explorer Address Bar: http://localhost:7001/services/clientmanager/peopleinfo/?cmd=start&

Navigation: Back, Forward, Home, Search, Favorites, History, Stop, Reload, Print, A-Z, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z, 0-9, ., -, =, +, %, &, ', (,), *, ~, !, @, #, \$, %, ^, &, *.

Buttons: Home, View Worklist, Help, Sign Out

PEOPLE

Address Info: View All First 1 of 1 Last

Address Seq: 1

Address Detail: View All First 1 of 1 Last

*Address Type: Business 1320 *Status: Active 1330

*Effective Date: 07/25/2001

Description: 1340

Country: USA 1350 United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info: View All First 1 of 1 Last

*Phone Type Description Primary Prefix Int'l Telephone Extension

Business Desk 001 925 694 9479 + -

Done Local intranet

FIG. 13A

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Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home W Y Z A B

Address http://localhost:7001/series/kenleret/peopleinfo/?cond=dark

Address Info

*Address Seq: 1 1360 View All First 1 of 1 Last

Address Detail

*Effective Date: 07/25/2001 1320 *Status: Active 1208 1330

*Address Type: Business 1320 *Address ID: 1208 1330

Description: 1340

Country: USA 1350 United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA 94505

State: CA 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1 1335

Submit

Phone Info

*Phone Type Description Primary Prefix Int'l Telephone Extension

Business Desk 001 925 694 9479

View All First 1 of 1 Last

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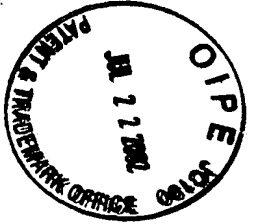
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FIG. 13B

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255

1310

1360

1320

1350

Address Detail	
*Effective Date:	07/25/2001
*Address Type:	Business
Description:	
Country:	USA United States
Address 1:	Peoplesoft Parkway
*Status:	
*Address ID:	

FIG. 13C

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File Edit View Favorites Tools Help

Back Forward Search Favorites History Home View Worklist Help Sign Out

Address: http://localhost:7001/services/submit/start

PEOPLE

Address Info: View All First 1 of 1 Last

Address Seq: 1

Address Detail: View All First 1 of 1 Last

*Effective Date: 07/25/2001

*Address Type: Business 1320 *Status: Active 1330

*Address ID: 1208 1330

Description: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info: View All First 1 of 1 Last

*Phone Type Description Primary Prefix Int'l Telephone Extension

Business Desk 001 925 694 9479

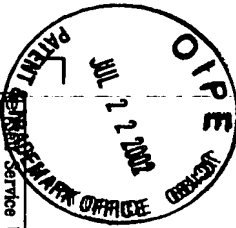
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FIG. 13D

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Service User Profile-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home

Address http://localhost:7001/serenity/clientservlets/peopletool8/?cmd=start

Home View Worklist Help Sign Out New Window

PERSONALIZATION

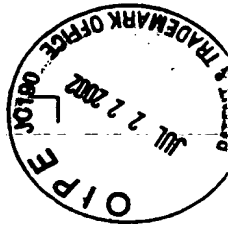
Option	Default Value	Override Value
Accessibility Features	No	<input checked="" type="checkbox"/> Exploin
Tab over Add/Del Buttons (+/-)	No	<input checked="" type="checkbox"/> Exploin
Afternoon designator (PM, pm)	PM	<input checked="" type="checkbox"/> Exploin
Tab over Calendar Button	No	<input checked="" type="checkbox"/> Exploin
Currency Symbol	\$	<input checked="" type="checkbox"/> Exploin
Currency Symbol Position	Leading	<input checked="" type="checkbox"/> Exploin
Decimal Separator	MM/DD/YY	<input checked="" type="checkbox"/> Exploin
Date Format	/	<input checked="" type="checkbox"/> Exploin
Date Separator	Pacific Time, Tijuana	<input checked="" type="checkbox"/> Exploin
Local Time Zone	AM	<input checked="" type="checkbox"/> Exploin
Morning designator (AM, am)	Yes	<input checked="" type="checkbox"/> Exploin
Multiple Row Insert	Yes	<input checked="" type="checkbox"/> Exploin
Save Configuration	Yes	<input checked="" type="checkbox"/> Exploin
Save Warning	Yes	<input checked="" type="checkbox"/> Exploin
Time Format	h:mm:ss(8:05 AM)	<input checked="" type="checkbox"/> Exploin
Time Separator	:	<input checked="" type="checkbox"/> Exploin
Thousand Separator	,	<input checked="" type="checkbox"/> Exploin

Local intranet

FIG. 13E

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FIG. 14A



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FIG. 14B

1470

Grid Properties

General Columns Label Use

General Attributes

Main Record: PSACLMEMU

Page Field Name: PSACLMEMU

Occurs Level: 1

Occurs Count: 15 1480

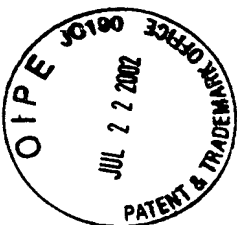
☐ Unlimited Occurs Count (rows)

1490

OK Cancel

270

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FIG. 14C

225

1410
1420A

1420B

1420P

1420Q

PEOPLE
Soft

Home View Worklist Help Sign Out

Home>PeopleTools>Maintain Security>User>Permission Lists

General Pages PeopleTools Processes Sign-on Times (D)

Permission List: ALLPANLS

Description: All Panels

Menu Name	Edit Components	
ADMINISTER_SECURITY	Edit Components	+ -
APPLICATION_ENGINE	Edit Components	+ -
APPMONITOR	Edit Components	+ -
CALLOCENTER	Edit Components	+ -
CIC_PAGELETS	Edit Components	+ -
ENV_SCHEMA_MAP	Edit Components	+ -
CRM_OPEN_WORKLIST	Edit Components	+ -
CRM_PORTAL_COMPONENTS	Edit Components	+ -
CRM_TRANSFORM_UTILITY	Edit Components	+ -
CTI_CONFIGURATION	Edit Components	+ -
CUBE_MANAGER	Edit Components	+ -
EDI_MANAGER	Edit Components	+ -
ESTABLISH_BUSINESS_UNITS	Edit Components	+ -
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+ -
MAINTAIN_SECURITY	Edit Components	+ -
MAINTAIN_SOLUTION	Edit Components	+ -
MANAGE_INTEGRATION_RULES	Edit Components	+ -
MASS_CHANGE	Edit Components	+ -
NVISION	Edit Components	+ -
PORTAL_ADMIN	Edit Components	+ -
PORTAL_COMPONENTS	Edit Components	+ -
PORTAL_PERS_HOMEPAGE	Edit Components	+ -
PROCESSMONITOR	Edit Components	+ -
PROCESS_SCHEDULER	Edit Components	+ -
QUERY_MANAGER	Edit Components	+ -
RA_CAMPAGN_MANAGEMENT	Edit Components	+ -
RA_CM_STRUCTURE	Edit Components	+ -
RB_DEFINE_PRODUCTS	Edit Components	+ -
RB_GENERAL_OPTIONS	Edit Components	+ -
RB_INTEGRATION_OPTIONS	Edit Components	+ -
RB_MANAGE_COMPETENCIES	Edit Components	+ -
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	+ -
RB_MANAGE_WORKFORCE	Edit Components	+ -
RB_PROCESS_INBOUND_TRANS	Edit Components	+ -
RB_STRUCTURE_SEARCHING	Edit Components	+ -
RB_WORKER_CALENDAR	Edit Components	+ -
RC_SELF_SERVICE	Edit Components	+ -
RC_SOLN_MGMT	Edit Components	+ -
REPORT_BOOKS	Edit Components	+ -
REPORT_MANAGER	Edit Components	+ -
RF_AGREEMENTS	Edit Components	+ -
RF_DEFINE_ITEMS	Edit Components	+ -
RF_DEFINE_ITEM_CONTROLS	Edit Components	+ -
RF_MAINT_ENTITLEMENTS	Edit Components	+ -
RF_MANAGE_RMA	Edit Components	+ -
RF_SERVICE_ORDER	Edit Components	+ -
RF_STRUCTURE	Edit Components	+ -
RI_CIC_HOME	Edit Components	+ -
RI_INTERACTION	Edit Components	+ -
RI_SETUP	Edit Components	+ -
RM_DELTA_UTILITY	Edit Components	+ -
RSF_FORECAST	Edit Components	+ -
RSF_LEADS	Edit Components	+ -
RSF_OPPORTUNITY	Edit Components	+ -
RSF_PRTL	Edit Components	+ -
RSF_SETUP_TABLES	Edit Components	+ -
RSF_TERRITORY	Edit Components	+ -
STRUCTURE_PROCESS_AUTOMATION	Edit Components	+ -
STRUCTURE_RC	Edit Components	+ -
TRANSLATE	Edit Components	+ -
EDI_MANAGER	Edit Components	+ -
TREE_MANAGER	Edit Components	+ -
UTILITIES	Edit Components	+ -
WORKFLOW_ADMINISTRATOR	Edit Components	+ -
WORKLIST	Edit Components	+ -

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FIG. 17A

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Component Properties

General Use Internet

Search Page
Primary Action ☐ New ☒ Search
Default Search Action: Update Display
Default Search/Lookup Type: ☒ Basic ☐ Advanced
☒ Allow Action Mode Selection
Link To Access Add Page-- Message Set/Nbr: 124 62
Link To Access Search Page-- Message Set/Nbr: 124 63
Instructional Text-- 1710 Message Set/Nbr: 124 50

Multi-Page Navigation
☒ Display Folder Tabs (top)
☒ Display Hyperlinks (bottom)

Processing Mode
☒ Interactive ☐ Deferred
☒ Allow Expert Entry 1730

Toolbar
Selected Toolbar Actions: 1720
☒ Save
☐ Return to List
☐ Next in List
☐ Previous in List
☐ Next Page in Component
☐ Previous Page in Component
☒ Refresh
☒ Disable Toolbar

1740
☐ View Worklis
☐ Next in WorkList
☐ Previous in WorkList
☐ Add
☐ Update/Display
☐ Update/Display All
☐ Correction

OK Cancel



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FIG. 17B

255

Person Component-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Address Bar

Address <http://localhost:7001/services/clientserver/peoplesoft/?cmd=starlk>

Home View Worklist Help Sign Out

PEOPLE

Address Info View All First 1 of 1 Last

*Address Seq: 1

Address Detail View All First 1 of 1 Last

*Effective Date: 07/25/2001

*Status: Active

*Address Type: Business

*Address ID: 1208

Description:

Country: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

☐ Submit

☐ Expert Entry

Phone Info View All First 1 of 1 Last

*Phone Type Description Primary Prefix Int'l Telephone Phone Extension

Business Desk [001] 925 694 9479

Done Local intranet

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1760

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